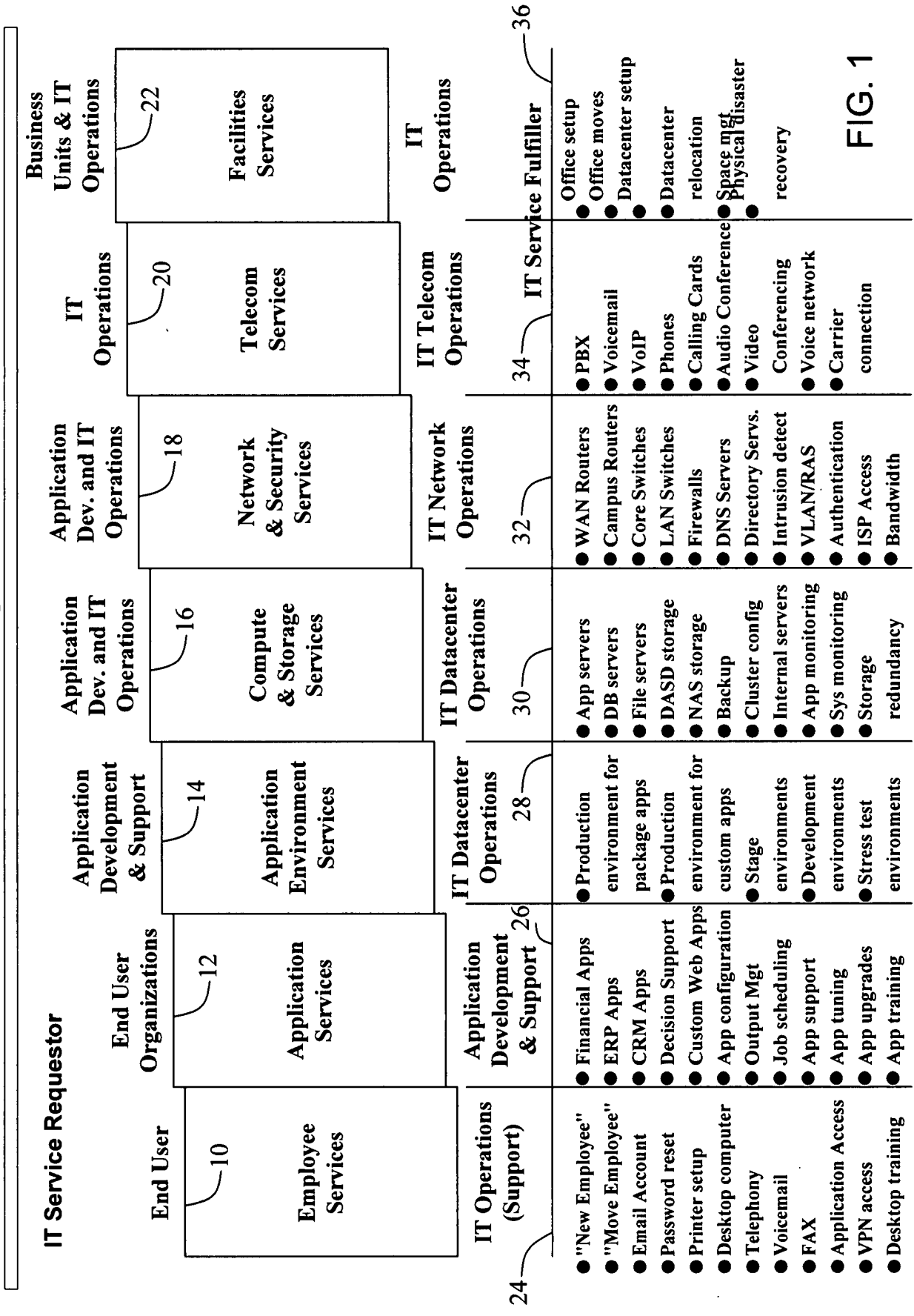


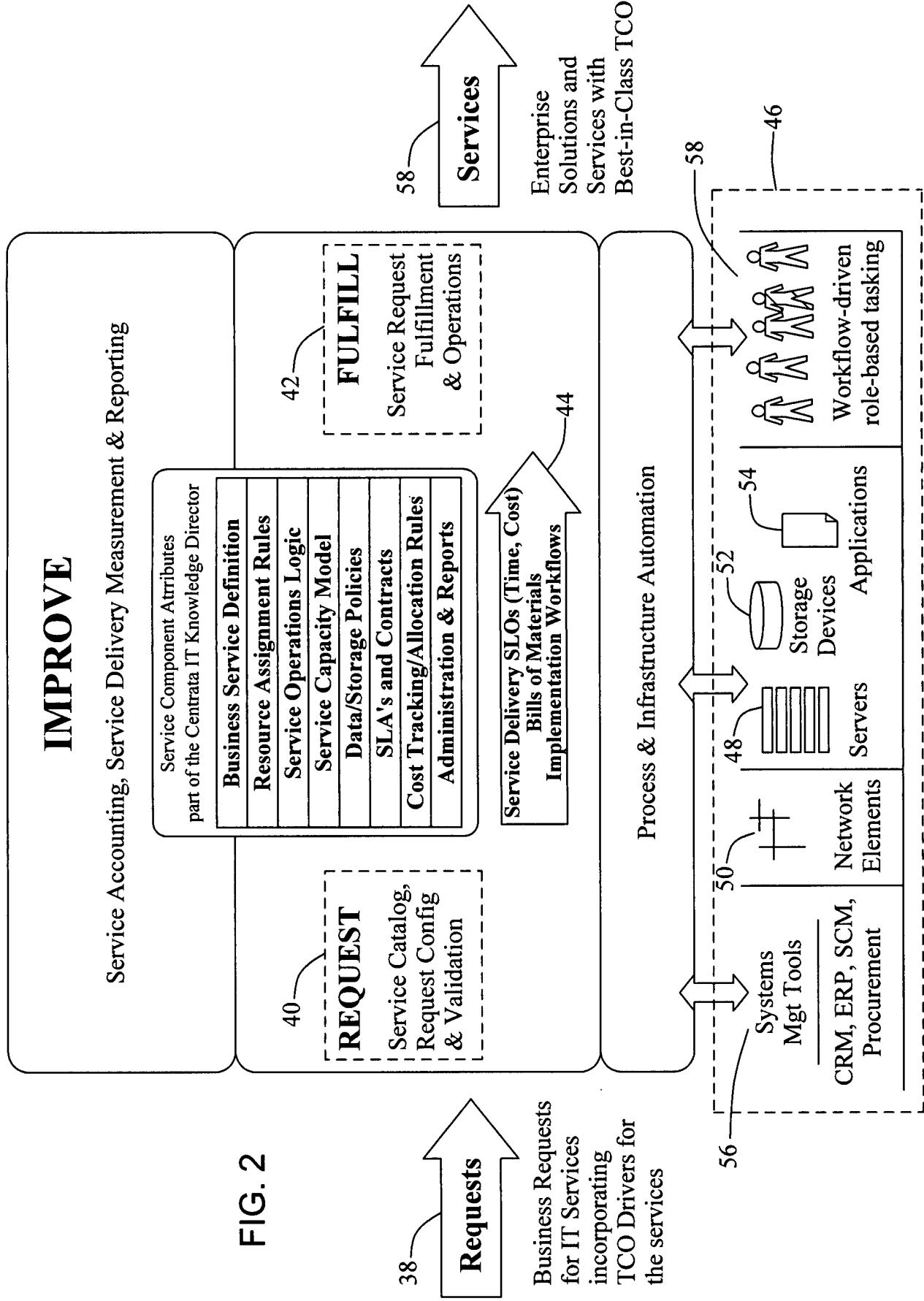


# REPLACEMENT SHEET

## Centrata IT Services Catalog (Reference Implementation)



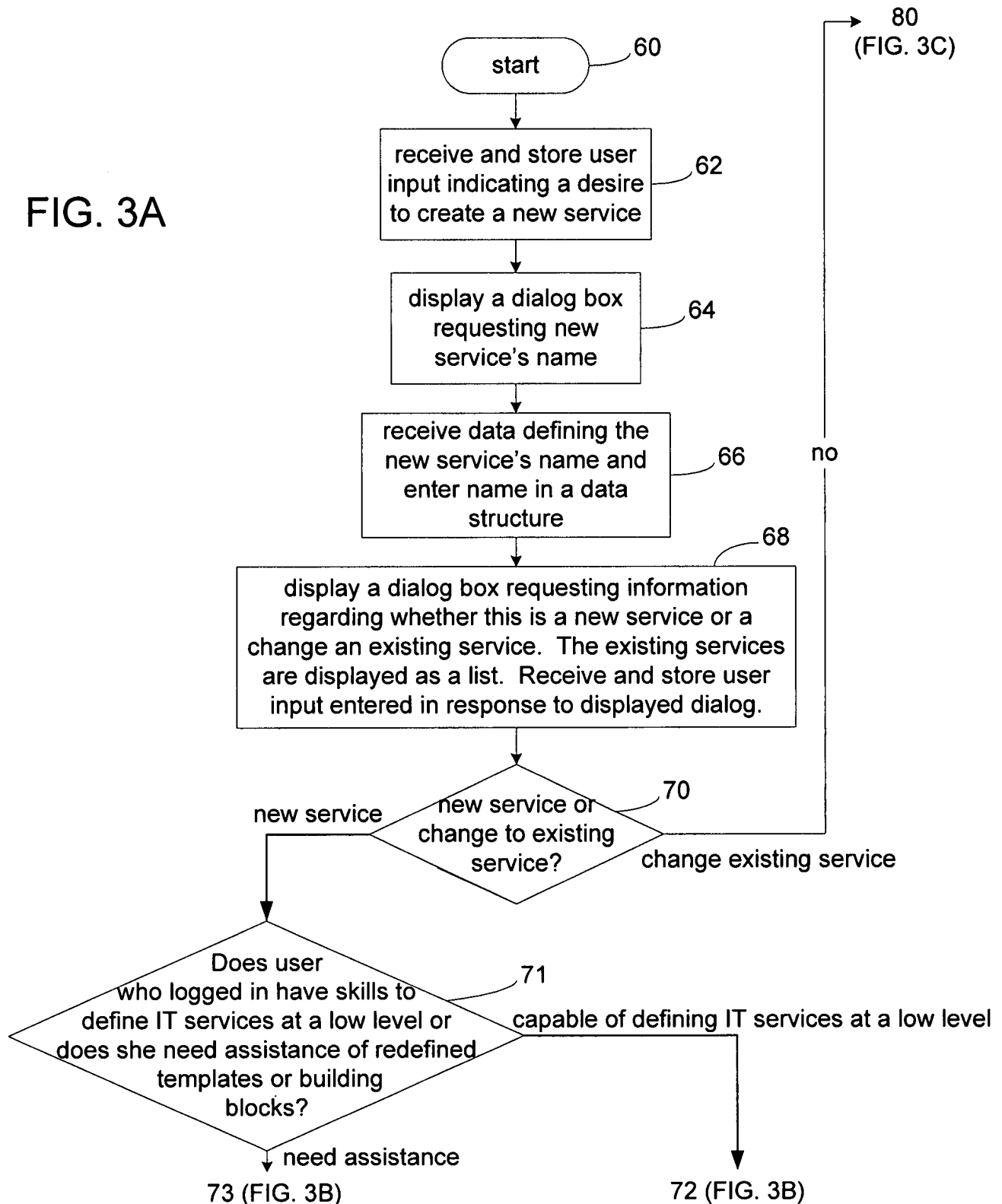
# REPLACEMENT SHEET



# REPLACEMENT SHEET

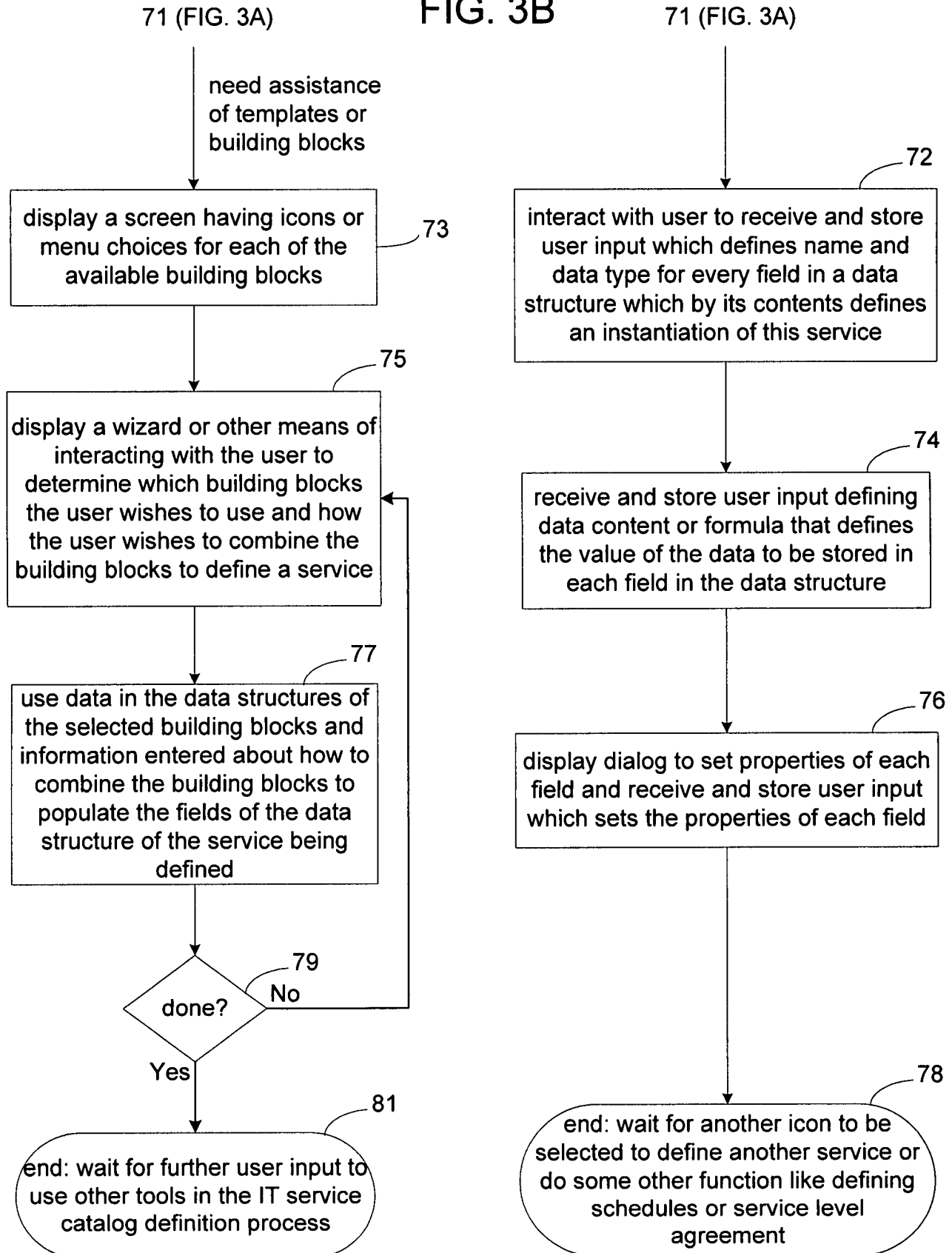
PROCESS CARRIED OUT BY A COMPUTER TO INTERACT WITH AN IT PROFESSIONAL TO BUILD A SERVICE CATALOG

FIG. 3A



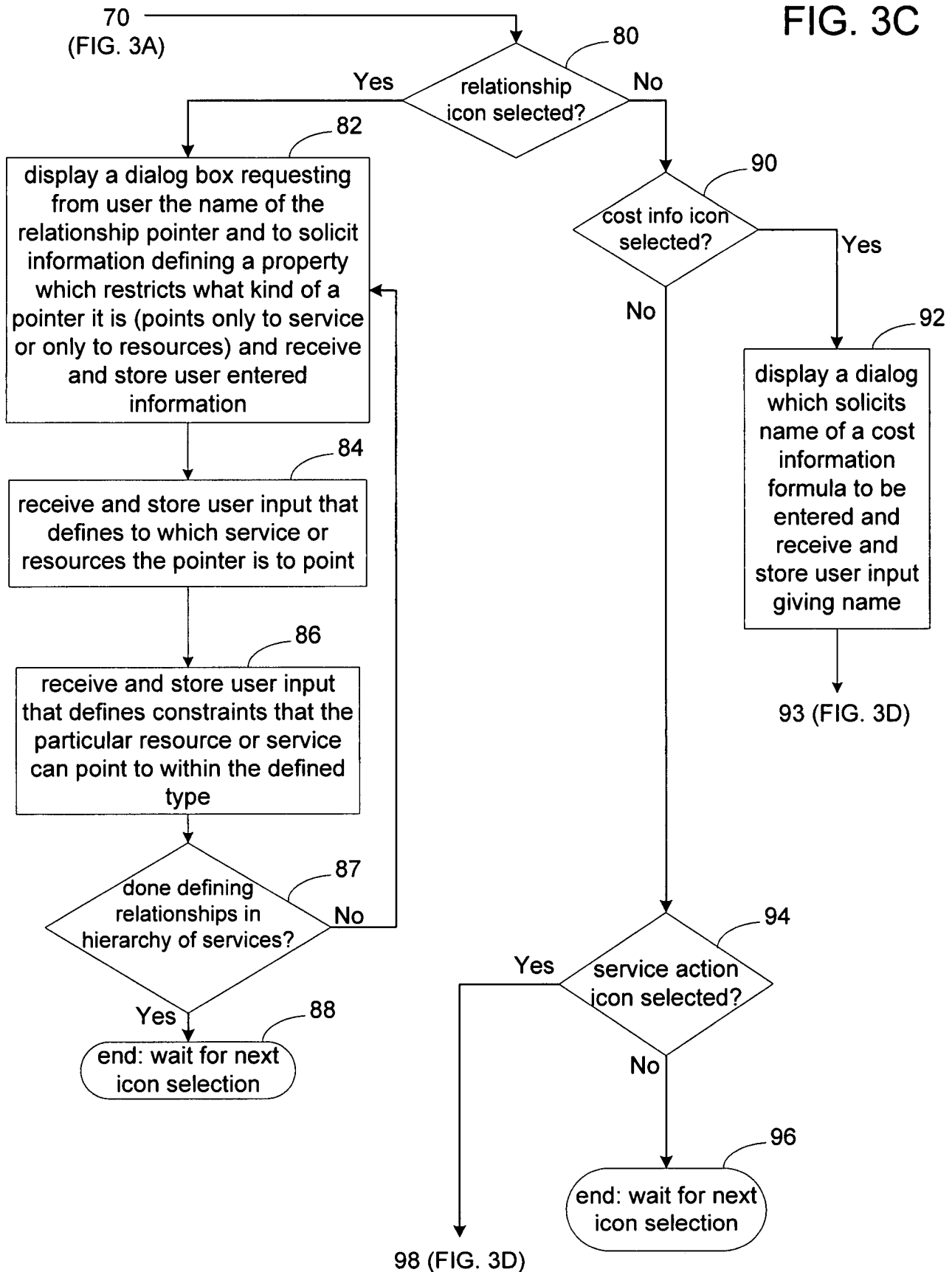
# REPLACEMENT SHEET

FIG. 3B



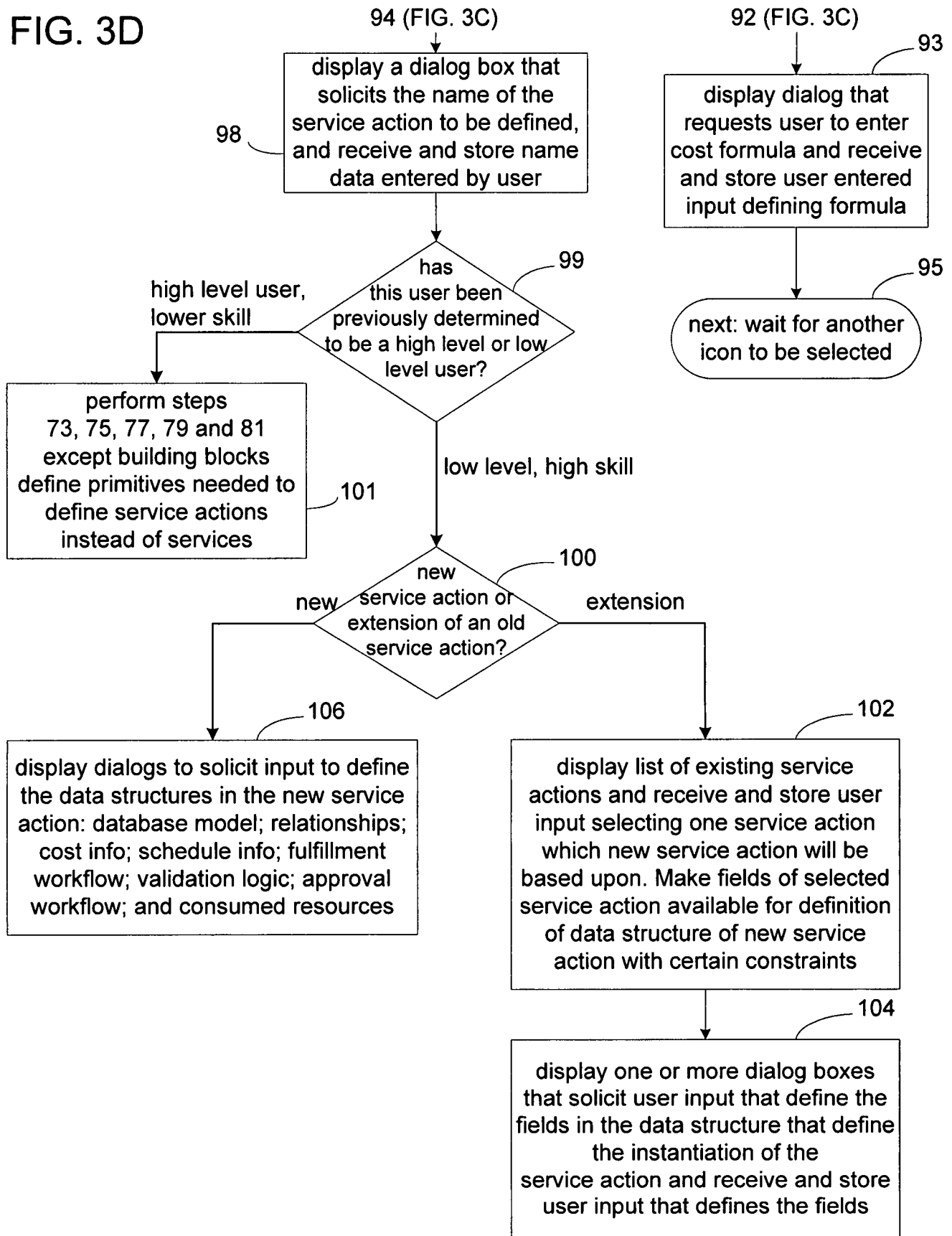
# REPLACEMENT SHEET

FIG. 3C



# REPLACEMENT SHEET

FIG. 3D



# REPLACEMENT SHEET

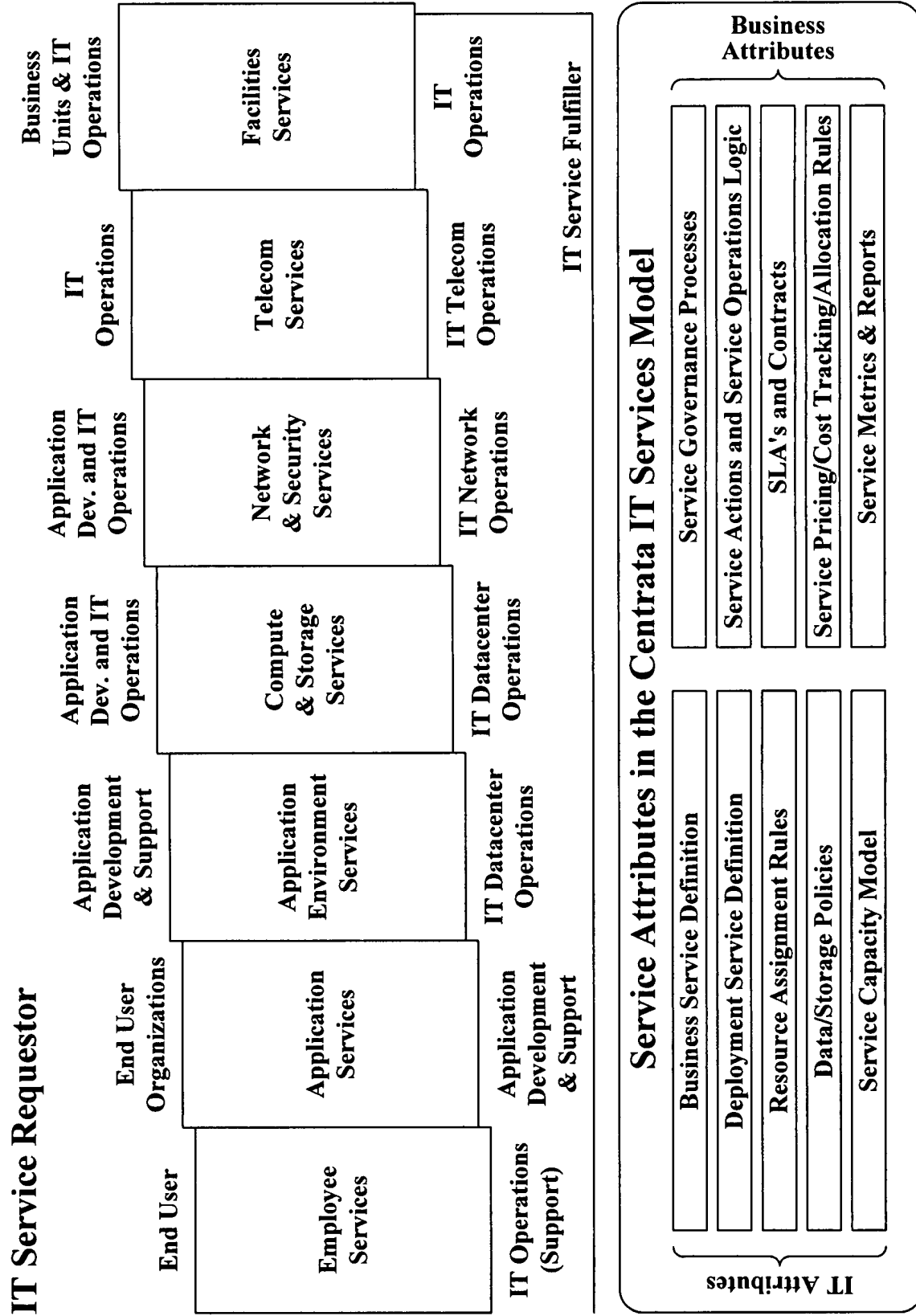


FIG. 4

# REPLACEMENT SHEET

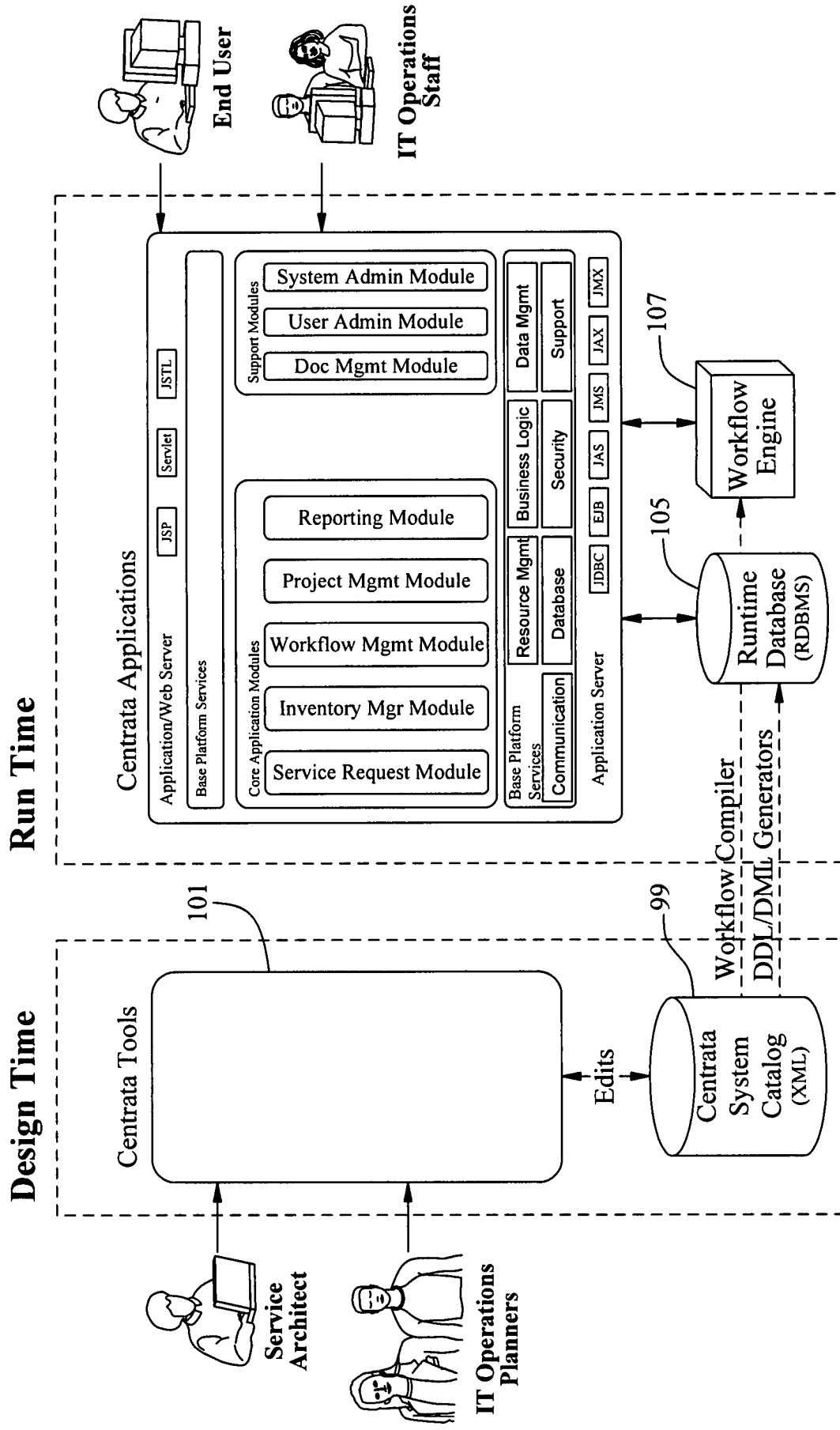
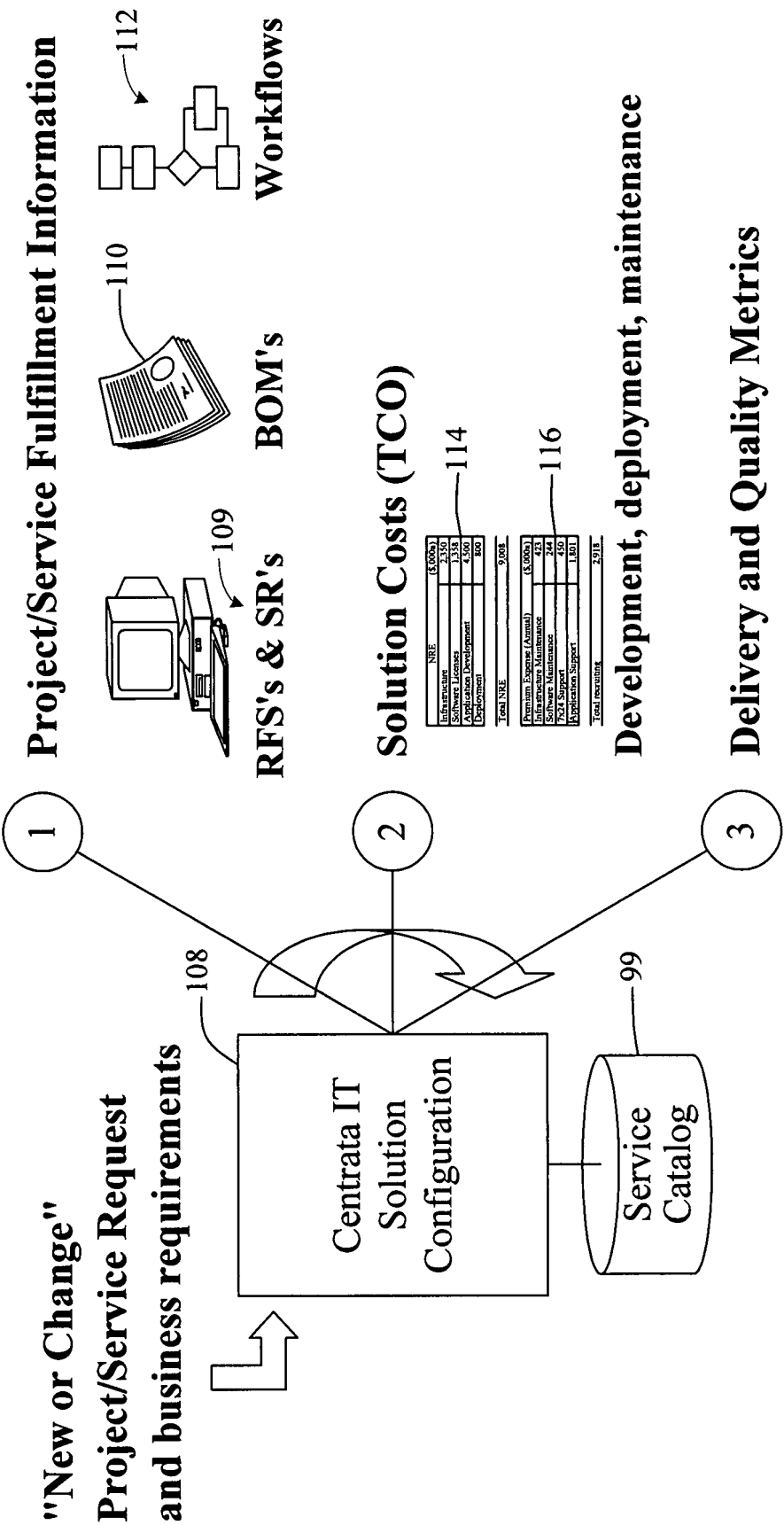


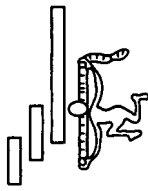
FIG. 5



REPLACEMENT SHEET



Solution request configuration process is iterative  
Each output type can be fine-tuned by changing  
request configuration parameters  
Side-by-side comparisons of alternative  
configurations and their associated cost & risk  
profiles are provided



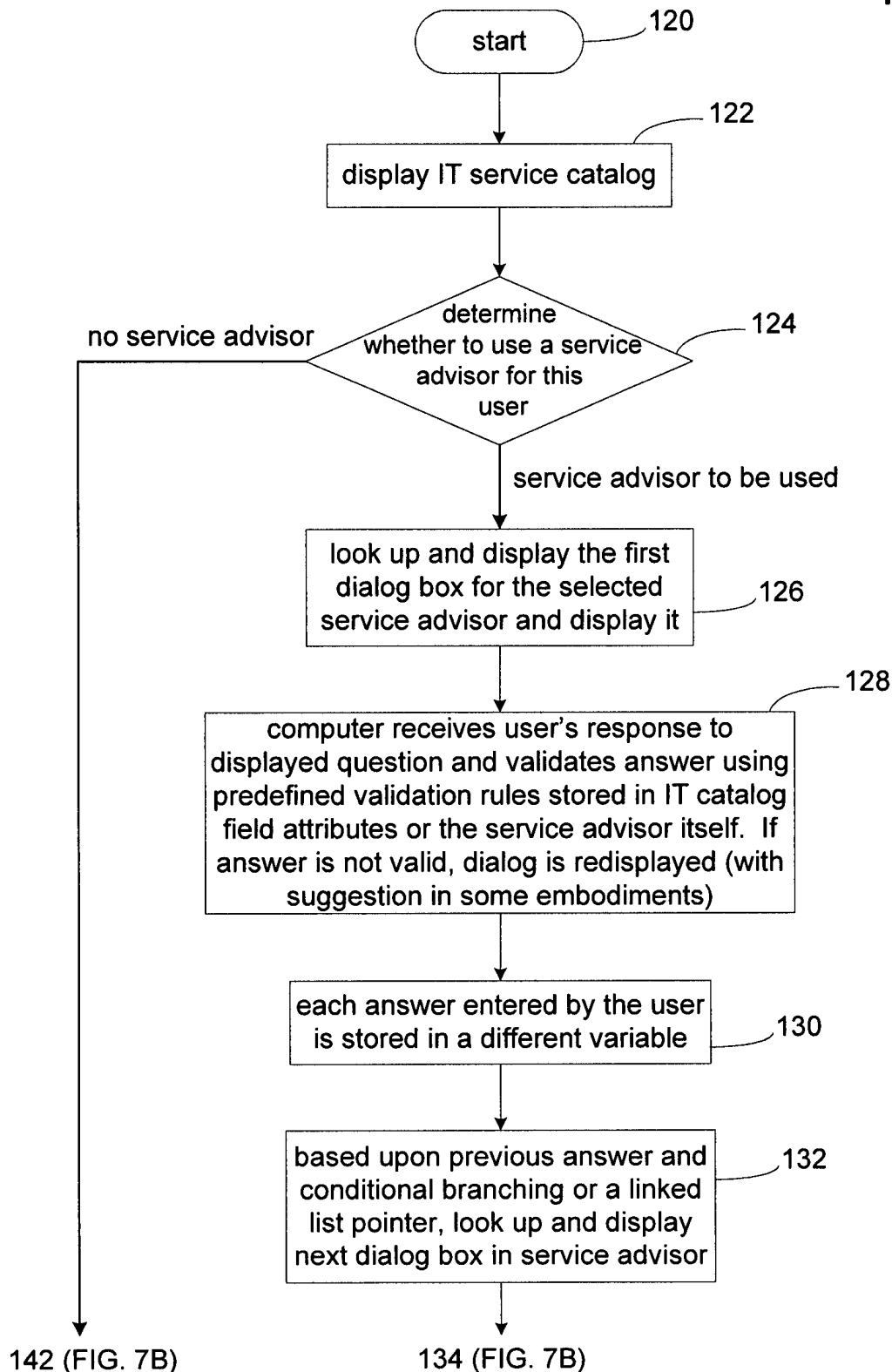
**Six Sigma and other project governance and  
delivery metrics**

FIG. 6

# REPLACEMENT SHEET

CONFIGURATION PROCESS TO RECEIVE AND VALIDATE  
USER REQUESTS FOR IT SERVICES AND CONVERT THEM  
TO SPECIFICATIONS FOR A FULFILLMENT PROCESS

FIG. 7A

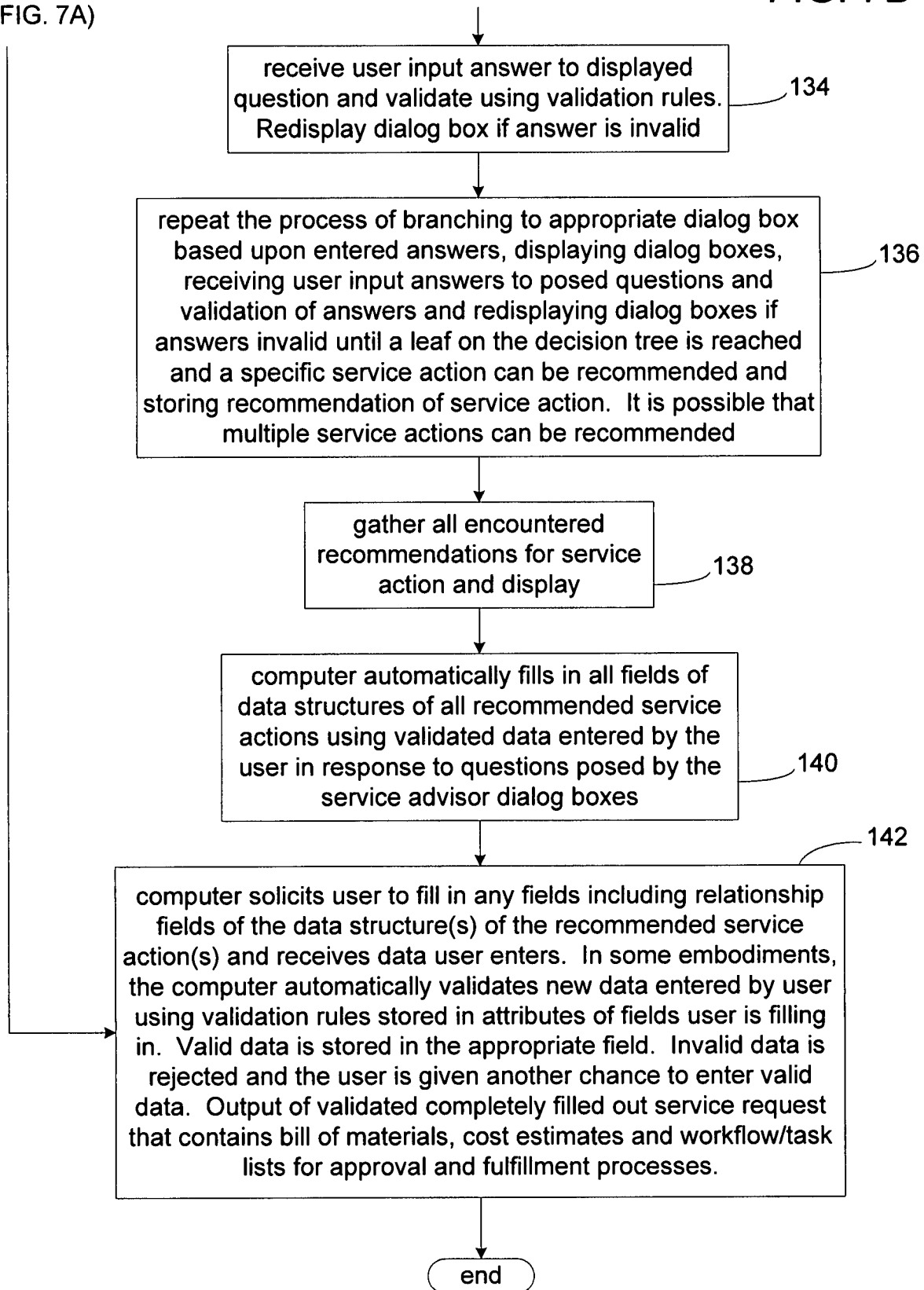


# REPLACEMENT SHEET

FIG. 7B

124 (FIG. 7A)

132 (FIG. 7A)



# REPLACEMENT SHEET

THRESHOLD APPROVAL PROCESS TO OBTAIN MANAGEMENT APPROVAL  
FOLLOWED BY FULFILLMENT PROCESS TO GENERATE WORKFLOWS TO BRING  
INSTANCE OF REQUESTED SERVICE INTO EXISTANCE

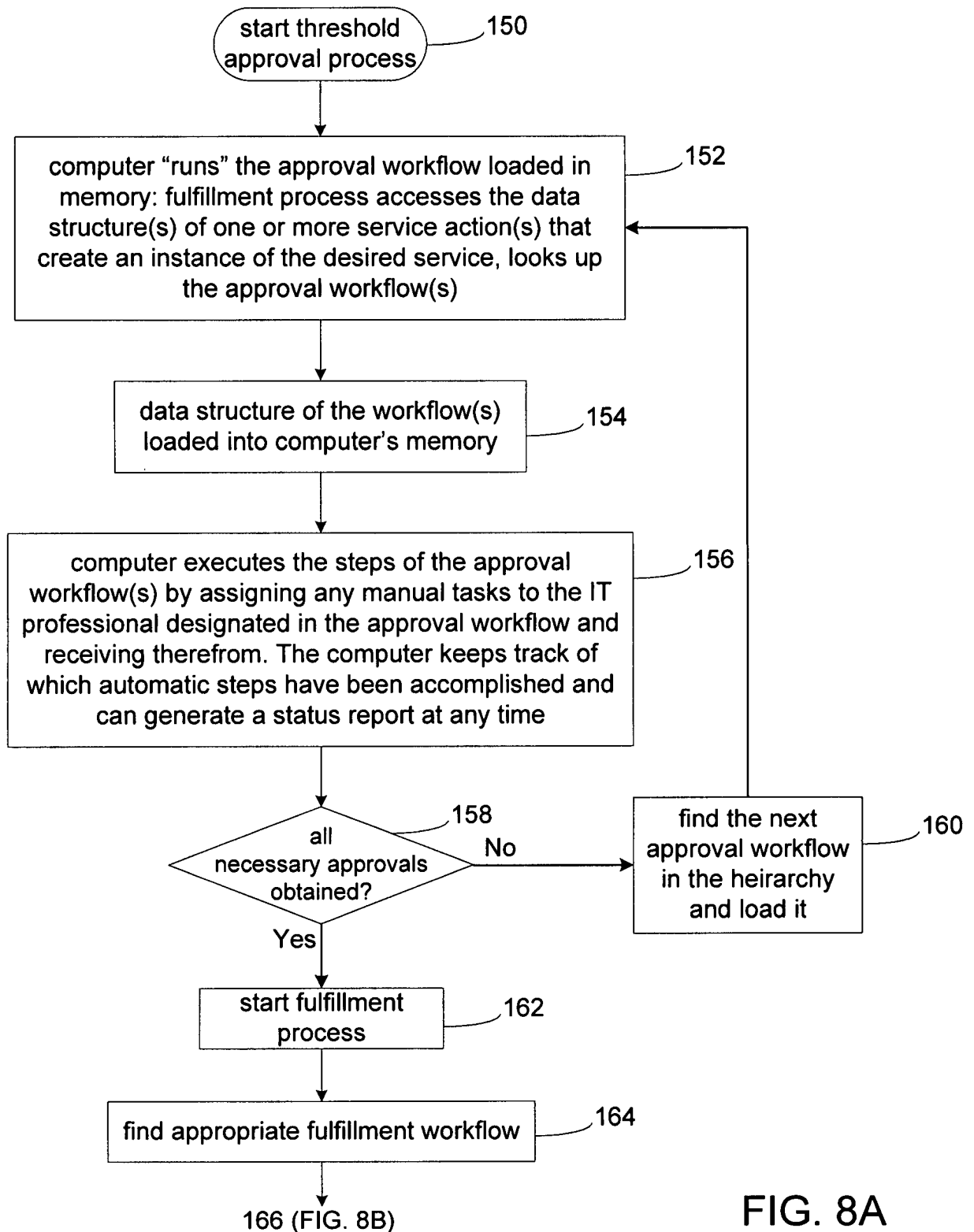


FIG. 8A

# REPLACEMENT SHEET

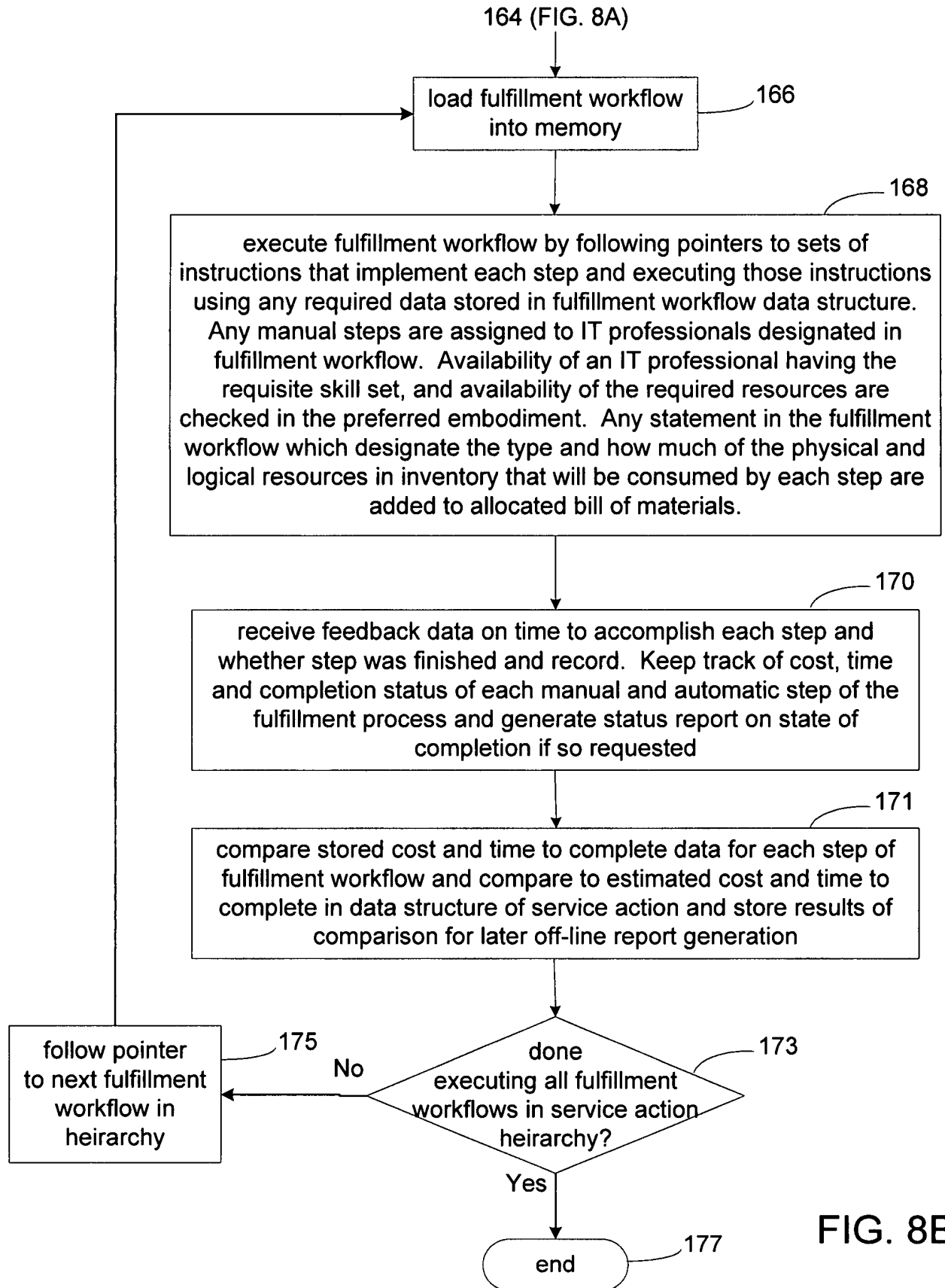


FIG. 8B